Synapse®

User Guide

AT&T SB67080 Expansion Module

at&t

Contents

Expansion Module Overview 4

Monitoring Call Status 5

Dialing Using Quick Dial 6

Dialing Other Extensions. 7

Answering Remote Incoming Calls. 8

Expansion Module Settings 9

Using the Display Settings Menu. 10

Troubleshooting 11

Important Safety Instructions 13

Maintenance 15

For complete installation and configuration instructions, see the SB67080 Expansion Module Installation and Configuration Guide, available at **www.telephones.att.com/synapseguides**.

Expansion Module Overview

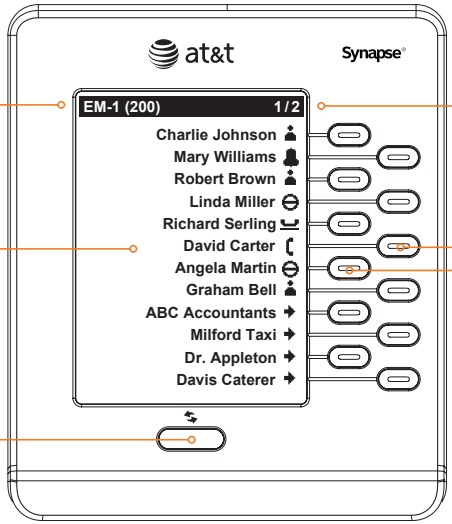
The Synapse SB67080 Expansion Module adds to the functionality of your Synapse Deskset, enabling you to monitor activity at other extensions and providing additional Quick Dial keys. Depending on how your Expansion Module is configured, you can monitor up to 24 extensions or access up to 24 additional Quick Dial entries.

The front panel and screen of the Expansion Module are shown and described below.

Module number (paired Deskset extension number)
The Expansion Module dials and answers calls through the paired Deskset.

Screen
Displays extension names, call status, Quick Dial entries, and Expansion Module settings.

Shift Key
- Press to display the next page. Each page shows 12 extensions and/or Quick Dial entries.
- Press and hold to access the Settings menu.



Page Indicator
The screen shows 12 extensions and/or Quick Dial entries per page.

Feature Keys and LEDs
- Dial extensions and external numbers
- Answer incoming calls to other extensions
- Select Expansion Module settings.
- LEDs indicate call status.

Monitoring Call Status

The Expansion Module enables you to monitor call activity at other extensions. Screen icons and Feature Key LEDs indicate the current call status, as described below.

Note: If your Synapse system has been configured for Line Appearance mode, the Expansion Module does not display call status.

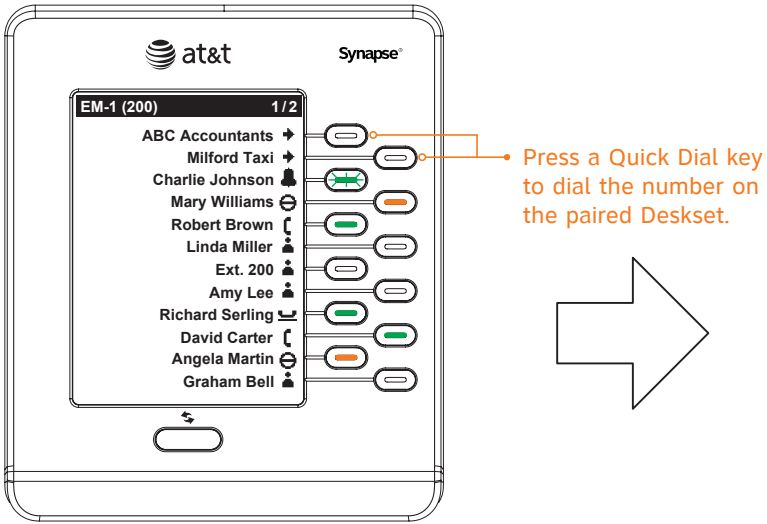
For more information about Line Appearance mode, see your Deskset User Guide, available at **www.telephones.att.com/synapseguides**.

Icon	LED	Status	Icon	LED	Status
	Solid Green	Dialing, on a phone call, or paging		None	Idle—no activity on the phone, and Do Not Disturb (DND) is off.
	Slow Green Flash	On Hold		**Solid Orange**	Deskset user has turned DND on. You can still call the extension, but ringing at the far end will be silenced. You cannot monitor call activity for that extension while DND is on.
	Fast Green Flash	Incoming Call		None	Indicates a Quick Dial entry.

Dialing Using Quick Dial

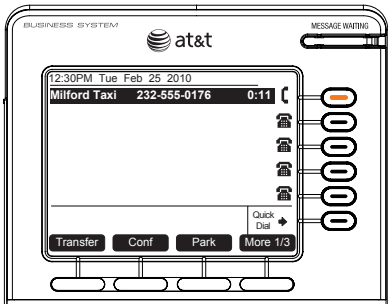
You can call external phone numbers using the Expansion Module Quick Dial keys. Your system administrator can program quick dial entries for you. The ➧ icon indicates a Quick Dial key.

After pressing a Quick Dial key on the Expansion Module, your Synapse Deskset dials the number on the first available line.

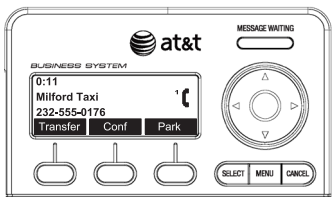


Press a Quick Dial key to dial the number on the paired Deskset.

SB6703x Series Deskset



SB6702x Series Deskset



Dialing Other Extensions

To dial other extensions using the Expansion Module, press the Feature Key associated with the extension number that you want to call.

Transfer

When you want to transfer a call to another extension, you can use the Expansion Module to dial the other extension number.

To transfer a call:

1. From an active call, press the **Transfer** soft key on the Deskset. The call is put on hold.
2. Press a Feature Key on the Expansion Module to call the transfer destination.
3. After establishing the second call, press **Transfer** on the Deskset to complete the transfer.

You can transfer a call directly to another extension's voicemail using the Expansion Module. After pressing **Transfer** for the first call, press the **Vmail** soft key on the Deskset, then press a Feature Key on the Expansion Module to transfer the waiting call directly to an extension's voicemail.

Conference

When you have an active call and want to create a conference call, you can use the Expansion Module to dial another extension number before joining all calls in a conference.

To create a conference call:

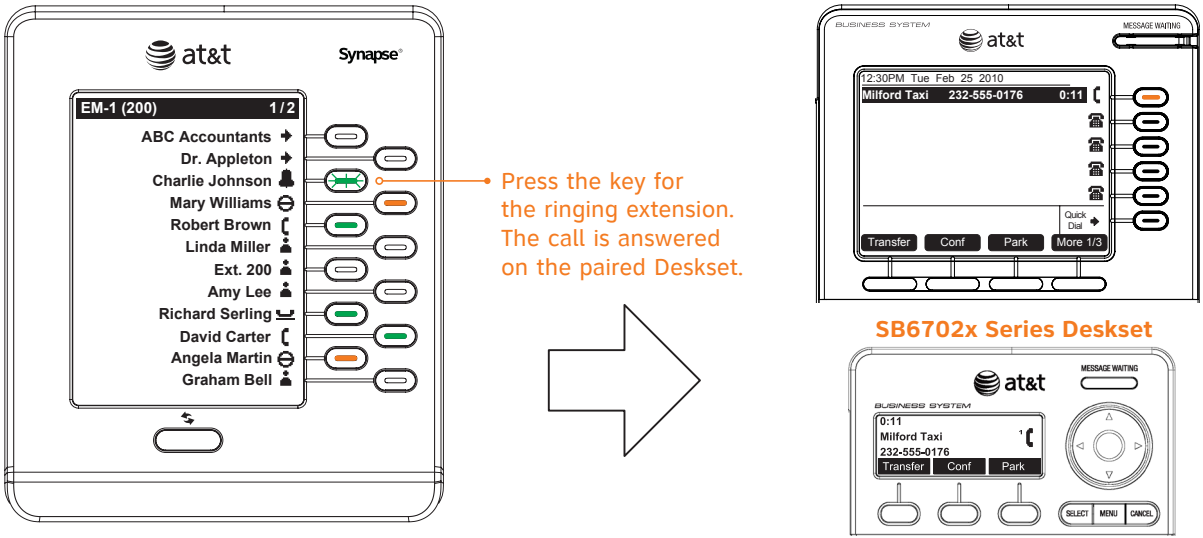
1. From an active call, press the **Conf** soft key on the Deskset.
2. Press a Feature Key on the Expansion Module to dial another extension number.
3. After establishing the second call, press the **Join** soft key on the Deskset to start the conference.

Answering Remote Incoming Calls

The Expansion Module enables you to answer a call that is ringing at any monitored extension.

To answer a remote call with the Expansion Module, press the flashing Feature Key for the ringing extension. The Deskset paired to the Expansion Module will answer the call. The illustration below shows the Expansion Module being used to answer a call from Milford Taxi to Charlie Johnson's extension.

Note: The Deskset answers the call in its Preferred Audio Mode (Speaker or Headset). After the Deskset answers the remote call, pick up the handset to speak to the caller through the handset.



Expansion Module Settings

To view the Expansion Module settings, press and hold the **Shift** key for five seconds. The main menu appears, as shown below.

To access the settings menus listed below, press an associated Feature Key from the main menu.

Display Settings

Adjust contrast and backlight for the screen. See page 9 for more information.

IP Settings

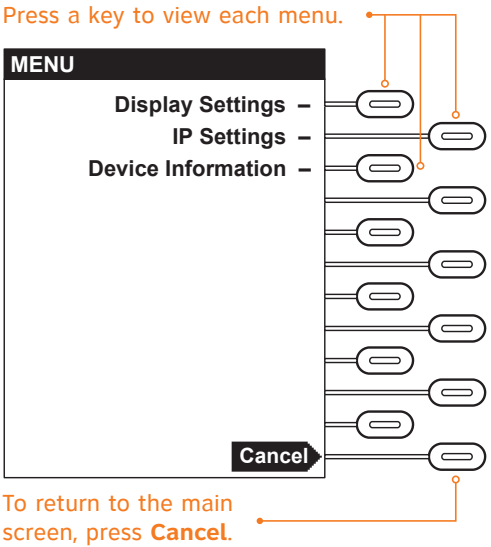
Adjust network connection settings.

Note: Do not modify these settings unless instructed by your system administrator.

Device Information

View network status, serial number, firmware version, and other device-specific information. This information is mainly of interest to your system administrator.

For more information about the IP Settings and Device Information screens, see the SB67080 Expansion Module Installation and Configuration Guide, available from **www.telephones.att.com/synapseguides**.

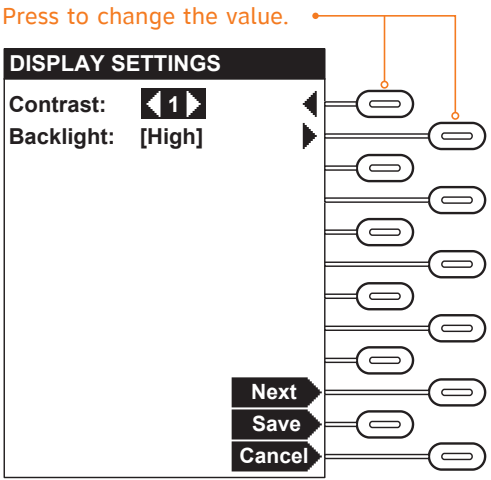


Using the Display Settings Menu

You can adjust the Expansion Module display on the Display Settings menu.

To adjust the Display Settings:

- Press the ◀ or ▶ keys to change the highlighted value.
- To move to the next setting on the screen, press **Next**.
- To save the settings and return to the main menu, press **Save**.
- To return to the main menu without saving any changes, press **Cancel**.



Troubleshooting

Network Status Messages

When the Expansion Module is joining the network or network activity is disrupted, status messages appear in the header area of the screen. Some of these messages appear as part of normal operation, but if one of them appears and does not go away, there may be a problem with the network or the device.

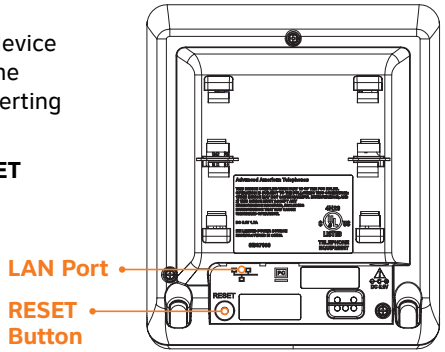
Status	Action
Network Down	• Ensure the LAN cable is connected correctly to the back of the unit. • If the problem persists, consult your system administrator.
Acquiring Address **Joining Site** **Synchronizing** **Synch Failed**	• Reset the Expansion Module. • Disconnect the LAN cable, reset the Expansion Module to factory defaults, then reconnect the Expansion Module. • Consult your system administrator.

Resetting the Expansion Module

You may need to manually reset the Expansion Module or return the device to factory defaults if it does not respond or fails to synchronize with the system. To reset the Expansion Module, press the **RESET** button by inserting a pen or paper clip into the hole and applying pressure to the button.

To reset the device without losing any custom settings, press the **RESET** button for less than five seconds. You can get the same result by disconnecting and reconnecting power to the device.

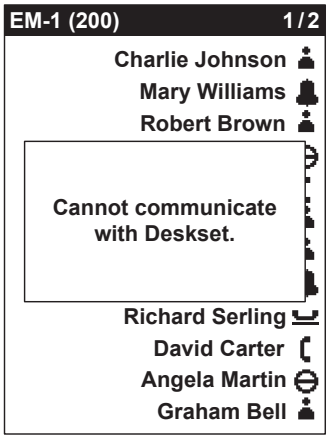
To completely reset the device to factory defaults, unplug the LAN cable and press the **RESET** button for more than five seconds.



Troubleshooting, continued

Expansion Module and Deskset Error Messages

If the message **Cannot communicate with Deskset** appears when you try to call an extension from the Expansion Module, there may be a connection problem between the Expansion Module and the Deskset with which it is paired.



First try making a call from the Deskset. If you can call out successfully, then the Expansion Module is not paired to your Deskset or it has a network error. Consult your system administrator.

If you cannot make a call from the Deskset, then the Deskset has a network error (which may be indicated by a message on the Deskset screen or Deskset Device Information page), the Deskset may be disconnected from the network, or have lost power. Ensure that the Deskset has power and is connected to the network.

For more information about troubleshooting the Deskset, consult your system administrator or download the Deskset User Guide from **www.telephones.att.com/synapseguides**.

Important Safety Instructions

This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable surface.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product; take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.

Important Safety Instructions, continued

- Do not overload wall outlets and extension cords.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table or cabinet outlet.

Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.

Maintenance

Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment
Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship it.

Avoid Water
Your unit can be damaged if it gets wet. Do not use the equipment outdoors in the rain or handle it with wet hands. Do not install the equipment near a sink, bathtub, or shower.

Electrical Storms
Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit
Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.

NOTE: For customer service or product information, visit our website at **www.telephones.att.com/smb** or call **1 (888) 916-2007**.
In Canada, call **1 (888) 883-2474**.

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